



Assurance Group
London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
10 June 2020
Our ref: 6352152

Thank you for your request received on 9 June 2020, for the following information:

Meals on Wheels:

- 1. How many meals on wheels were distributed by your council in each of the last five calendar years?**
- 2. What was the cost of a meal to users in 2011 and now in 2020?**
- 3. How many users of your meals on wheels service were registered in 2011 and now in 2020?**
- 4. How many complaints did your service receive in 2011 and 2020 (so far)? And for 2020 can you provide details of the types of complaints received ' cost of meals, cold food etc**
- 5. If you no longer offer a meals on wheels service when did you discontinue it?**

We have processed this request under the Freedom of Information Act 2000.

Response

I can confirm that London Borough of Barnet holds the information you requested.

However, we believe that the exemptions detailed below apply to some/all the information you requested and so we are withholding that information. Please see the Refusal Notice below.

Meals on Wheels:

- 1. How many meals on wheels were distributed by your council in each of the last five calendar years?***
- 2. What was the cost of a meal to users in 2011 and now in 2020?***
- 3. How many users of your meals on wheels service were registered in 2011 and now in 2020?***
- 4. How many complaints did your service receive in 2011 and 2020 (so far)? And for 2020 can you provide details of the types of complaints received ' cost of meals, cold food etc***
- 5. If you no longer offer a meals on wheels service when did you discontinue it?***

We consider that the absolute exemption set out in Section 21 (Information accessible by other means) applies to the information requested because the information requested is already reasonably accessible elsewhere.

As of April 2016, the London Borough of Barnet no longer directly provides a 'Meals at Home' service.

Please see the published Committee Decision for further background.

The Adults and Safeguarding Committee Report, of 12 November 2015, can be found at:

<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=698&MID=8362>

Information regarding the Home Meals Service is agenda item 8.

The following page is on the public website where further information can be found; -

<http://admin.barnet.gov.uk/adult-social-care/advice-and-support/meals/meals-community>

The data below is held by LBB:

Held Data:

15/16 = £334,432

14/15 = £274,466

13/14 = £318,507

12/13 = £236,507

11/12 = £233,175

10/11 = £352,653

09/10 = £393,670

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.